

Level 3 Dedicated Internet Access FAQ

- 1) What does the Level 3[®] Dedicated Internet Access moratorium mean?
 - The moratorium involves using on-net Ethernet as an access method for DIA only.
- 2) When is the moratorium in place and for how long?
 - The moratorium became effective February 4, 2008 and is in place for 90 days.
- 3) What other services are available?
 - If the customer requires an Ethernet hand-off we can provide Level 3[®] Native Off-net Ethernet service to off-net locations only in 20+ markets
 - 50 Mbps and 100 Mbps
 - GigE: 200 Mbps, 300 Mbps, 400 Mbps, 500 Mbps, 600 Mbps and 1 Gbps
 - Cross connects
- 4) Why was the moratorium put into place?
 - Level 3 established this moratorium for 90 days to fix two critical back-office issues (duplicate billing and inventory) that need to be addressed to provide the level of service our customers expect.
- 5) What about recent quotes?
 - Quotes are good for 30 days and will be honored.
- 6) When will the moratorium be lifted?
 - We're planning to lift the moratorium in Q2 2008.
- 7) What markets are available with Native Off-net Ethernet access?

Atlanta
Baltimore
Chicago
Dallas
Fort Worth
Kansas City
Miami
New York
Orlando
Phoenix
Richmond
San Antonio
San Francisco
St. Louis
West Palm Beach

Austin
Charlotte
Cincinnati
Denver
Houston
Los Angeles
Minneapolis
Newark
Philadelphia
Raleigh-Durham
Salt Lake City
San Diego
Seattle
Tampa